



Provider News

In This Edition

Change in Administration of the State Managed Care Network	1
Where do I send Claims?	1
Electronic Claims	2
Provider-Carrier Disputes	2
Checking Claim Status	2
Submitting Newborn Facility Claims	2
Claim Payments	3
Verifying Eligibility	3
Prenatal Ultrasound Reminder	3
Global OB Billing and the State Managed Care Network	3
State Managed Care Network Formulary	3
Behavioral Health Providers	3
Primary Care Provider Assignment ..	3
State Managed Care Network ID Card	4

Claims Address

PO Box 17470
Denver, CO 80217-0470

Provider Network Services

PO Box 17189
Denver, CO 80217-0189

Customer Service

PO Box 17580
Denver, CO 80217-0580
Denver Metro: (303) 751-9051
Toll Free: 1-800-414-6198

Visit us on the web at:
www.chpplusproviders.com

Change in Administration of the State Managed Care Network

Effective July 1, 2008, the administration of the Child Health Plan Plus State Managed Care Network was transitioned to Colorado Access. Both Colorado Access and the Department of Health Care Policy and Financing are working hard to ensure that this transition is smooth and seamless for both providers and members.

As always, we thank you for the care you offer to CHP+ members. We look forward to working with you and your office through out the summer, and in the year ahead. If you have any questions, please call Customer Service at (303) 751-9051, or toll free 1-800-414-6198.

Where do I send Claims?

The following is an important reminder regarding claims submission. Please share this reminder with your billing staff.

Dates of Service July 1, 2008 and After

All claims (electronic and paper) for services rendered to members of the State Managed Care Network on July 1, 2008 and after should be sent to Colorado Access.

Please mail paper claims to:
CHP+ Claims
PO Box 17470
Denver, CO 80217-0470

Inpatient Admission ON or AFTER July 1, 2008

Please submit claims for inpatient admissions on or after July 1, 2008 to Colorado Access at the above address.

Inpatient Admission BEFORE July 1, 2008

Please submit claims for inpatient admissions before July 1, 2008 (regardless of the discharge date) to Anthem Blue Cross and Blue Shield. Address below.

Dates of Service BEFORE July 1, 2008

Please submit claims for services rendered to members of the State Managed Care Network before July 1, 2008 to Anthem Blue Cross and Blue Shield.

Anthem Blue Cross Blue Shield
PO Box 5474
Denver, CO 80217-5747

Questions or Concerns?

If you have questions or concerns regarding claims or issues from July 1, 2008 and after, please call Customer Service at (303) 751-9051 or toll free 1-800-414-6198. For questions regarding claims from dates of service prior to July 1, 2008, please call Anthem Blue Cross and Blue Shield at 1-877-523-8171.

Electronic Claims

Colorado Access accepts electronic/EDI claims through clearinghouses and direct submission. If you have questions about direct submission of EDI claims, please email edi_coordinator@coaccess.com.

Colorado Access accepts electronic/EDI claims from the clearinghouses listed below. If you use one of the clearinghouses noted below, please advise the clearinghouse to direct your claims to the appropriate payer ID for each clearinghouse listed.

ENS: www.enshealth.com (Payer ID: coacc)
Emdeon: www.emdeon.com (Payer ID: 84129)
HealthFusion: www.healthfusion.com (Payer ID: coacc)
Sage Software Healthcare: www.sagehealth.com (Payer ID: coacc)
Relay Health: www.relayhealth.com (Payer ID: coacc)
SSI Group: www.thessigroup.com (Payer ID: coacc)
S&S Datalink: www.sasdatalink.com (Payer ID: coacc)
PNC Bank: www.pnc.com (Payer ID: coacc)

Provider-Carrier Disputes

Please submit provider-carrier disputes (also known as claim appeals) for dates of service July 1, 2008 and after to:

Provider Carrier Disputes/Claims Appeals
PO Box 17189
Denver, CO 80217-0189

NOTE: Please submit claims/claim appeals for services rendered to members of the State Managed Care Network before July 1, 2008 to Anthem Blue Cross and Blue Shield.

Please submit provider-carrier disputes/claim appeals for dates of service prior to July 1, 2008 to:

Anthem Blue Cross Blue Shield
PO Box 5474
Denver, CO 80217-5747

Checking Claim Status

Colorado Access provides two (2) quick and convenient options for checking claim status.

1. Colorado Access' online claim status tool at <https://www.coaccess.com/providers/Global.jsp>. To check claim status, you need to logon using your Colorado Access username and password.* After logging on:
 - Click on *Claim Status Lookup*.
 - Enter the account number noted on the claim, or leave the space blank for a list of all recently submitted claims.
 - Click on the Search button. You will receive a list of claims that match your search criteria.
 - Click on the Claim Number to view processing details.

* If you do not have a Colorado Access username and password, download the Web Based Applications Request Form located online at: <https://www.coaccess.com/providers/files/WebAccessApplication.pdf>. Fax the completed application to (303) 755-2368, or email it to pns@coaccess.com.

- OR -

2. Call Customer Service at (303) 751-9051 or toll free 1-800-414-6198.

Submitting Newborn Facility Claims

You now have the option to bill CHP+ State Managed Care Network newborn facility charges on the same claim as the mother. You can also continue to bill the charges on separate claims.

Claim Payments

Colorado Access issues claims payments to providers weekly. Timely claims submission is appreciated in order to ensure timely payment for services.

Verifying Eligibility

Your office can verify eligibility one of two ways:

1. Logon to the Colorado Access website at <https://www.coaccess.com/providers/Global.jsp>. To access eligibility verification, you need a Colorado Access username and password.*
 - After entering your username and password, click on *Eligibility* located at the top of the page. You will then be directed to the Eligibility Search screen.
 - Enter criteria in one of the search options listed on the page, and then click the Submit button.
 - From the Search Results page, verify that the site has selected the correct member, and click on the Subscriber Coverage button. You will then receive the eligibility verification page, which includes coverage effective dates and coverage details.

* If you do not have a Colorado Access username and password, download the Web Based Applications Request Form located online at: <https://www.coaccess.com/providers/files/WebAccessApplication.pdf>. Fax the completed application to (303) 755-2368, or email it to pns@coaccess.com.

2. Call Customer Service at (303) 751-9051 or toll free 1-800-414-6198.

Prenatal Ultrasound Reminder

Effective July 1, 2008 two (2) antenatal ultrasounds are covered without prior authorization. After the 2nd ultrasound, prior authorization is needed. This is to ensure that case management will review the case for pending high risk pregnancy.

Global OB Billing and the State Managed Care Network

Global OB is covered by the State Managed Care Network and includes routine obstetric care, the delivery (vaginal or C-section), and post partum care. Providers should bill the appropriate global codes unless only one (1) to three (3) visits are provided.

State Managed Care Network Formulary

The State Managed Care Network Formulary can be located on the Colorado Access Web site at <https://www.coaccess.com/providers/providerPharmacy.jsp>. To get to the formulary, from the Colorado Access homepage, www.coaccess.com, click on *For Our Providers*, then click on *Pharmacy Services*.

Behavioral Health Providers

Do you know a behavioral health provider that would like to be contracted with the State Managed Care Network? Please have them email Colorado Access at pns@coaccess.com.

Behavioral Health providers who were previously contracted with Anthem Behavioral Health will need to execute a contract with Colorado Access in order to continue seeing State Managed Care Network members. Please contact Candice Talkington at (720) 744-5208 or toll free 1-800-511-5010 ext. 5208. Email should be directed to pns@coaccess.com for more information.

Primary Care Provider Assignment

The State Managed Care Network assigns a Primary Care Provider (PCP) to each member upon receipt of

new member eligibility. Assignments are based on utilization history with Colorado Access or on the member’s geographic location. If a member would like to change their PCP assignment, they can call customer service at (303) 751-9051 or toll free 1-800-414-6198.

Changing a Member’s PCP Online

With the patient/guardian’s permission, you may use Colorado Access’ website, www.coaccess.com, to change the patient’s PCP to your office/clinic. Simply follow these instructions:

- At www.coaccess.com, click on For Our Providers.
- From the Providers Global Information page, click on Provider Logon.
- Enter your Colorado Access Username and Password. If you do not have a Colorado Access Username and Password, email pns@coaccess.com.
- Navigate to the Eligibility screen (see the directions under *Verifying Eligibility*).
- Click on the gray button titled Change PCP (the button is under eligibility span).
- Select your office/clinic name in the Request Change to PCP Name drop down box.
- Select a Reason for a Change in the drop down box.
- Click on Commit to Change. NOTE: You MUST click Commit to Change in order for the change to be completed.
- Print the confirmation page, and have the patient/guardian sign.
- Retain a copy of the signed confirmation page with the patient’s record.

After changing a member's PCP online, a new card will be mailed to the member.

Please Note: Providers will be reimbursed if they bill for a member but are not the PCP listed on the member's ID card.

State Managed Care Network ID Card

Each member of the State Managed Care Network will receive an ID card that is issued by the administrator, Colorado Access. The State Managed Care Network ID card can be identified by the CHP+ hand logo, which is located in the upper left hand corner of the ID card. An example of the State Managed Care Network ID Card can be found in Illustration 1.

Colorado Access also issues ID cards to members of its CHP+ HMO product. An example of the Colorado Access CHP+ HMO ID card can be found in Illustration 2. The Colorado Access CHP+ HMO ID card can be identified by the Colorado Access logo located in the upper left hand corner of the ID card.

Preventive Care	\$ 0
Office Visit	\$ 5
Vision	\$ 0
Lab and X-Ray	\$ 0
ER/Urgent/After Hours Care	\$ 15
Hospital Inpatient	\$ 0
Outpatient Surgery	\$ 0
Outpatient Mental Health	\$ 0
Pharmacy/Rx Generic	\$ 3
Pharmacy/Rx Brand	\$ 5

Member Name: SAMPLE MEMBER
 Colorado Access ID #: 998123458 State ID #: Z399999 Group Code: CHP
 Effective Date: 05/01/06 Expiration Date: 04/30/07 DOB: 02/06/78 Gender: F
 Primary Care Provider: SAMPLE PROVIDER
 Primary Care Provider Phone: (303) 320-7366
 Caremark Carrier/Group #: W450/CHP5 Rx Bin # 610415

This ID card does not guarantee eligibility.
 Check eligibility at www.coaccess.com

Lab and X-Ray	\$0
Prescription/Rx	\$3
Office Visits	\$5
ER/Urgent/After Hours Care	\$15
Maximum out of pocket	\$0.00

Member Name: SAMPLE MEMBER
 Colorado Access ID#: 000000000 Group Code: CHP
 Effective Date: 01/01/07 DOB: 12/01/06 Gender: F
 State ID #: 000000
 Primary Care Provider: SAMPLE PROVIDER
 Primary Care Provider Phone: (555) 555-0000

CAREMARK Caremark Carrier/Group #: W450/CHP5
 Rx Bin # 610415

This ID card does not guarantee eligibility.
 Check eligibility at www.coaccess.com

Illustration 1—The State Managed Care Network ID card.

Illustration 2—The Colorado Access CHP+ HMO ID card.